

**Department of Environmental Protection
Montgomery County, Maryland**

DIVISION OF SOLID WASTE SERVICES



The aftermath of this winter's snow storms was felt in March at the County's Transfer Station where the DSWS grinds branches and woody vegetation into mulch. During March 2009, we produced 2,428 tons of mulch. During March 2010, we produced over 17,552 tons—over seven times as much.

***MONTHLY REPORT
MARCH 2010***



Printed on Recycled and Recyclable Paper

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OVERVIEW

Tonnage at a Glance

The following table shows key material flows during the current month, fiscal year to date (FY Total), and the current calendar month in the two prior fiscal years. (County Fiscal Year 2010 began July 1, 2009.)

FACILITY	Mar FY10	FY10 Total	Mar FY09	Mar FY08
Materials Recovery Facility ⁽¹⁾	7,086 tons	59,274 tons	6,324 tons	6,788 tons
Brunswick Landfill Facility ⁽²⁾	12,874 tons	123,387 tons	13,248 tons	18,589 tons
Resource Recovery Facility ⁽³⁾	44,255 tons	383,771 tons	46,105 tons	47,402 tons
Yard Trim Compost Facility	1,383 tons	59,270 tons	2,678 tons	2,805 tons

(1) MRF tons reported as outgoing.

(2) Refers to waste sent to the landfill for disposal (ash residue and nonprocessable waste). It does not include rubble and bulk natural wood waste that is recycled.

(3) RRF tonnage refers to tons burned (processed). Waste shipped from the Transfer Station but not burned is in the pit and is not included in the tonnage presented here. These tonnages are preliminary, with adjustments made in the September and December monthly reports.

During March, program staff:

- Researched properties and entered billing changes into the database;
- Completed the work on the Non-residential Study and continued work on the Equity Enhancement Study for Task Order #25;
- Prepared monthly house counts for collection contractors;
- Processed vacancy refunds payable in March;
- Updated Access™ databases and Excel™ spreadsheets for monthly Refuse and Recycling Collection contractor reports;
- Continued routine research and correction of solid waste fee abnormalities as they emerge in the property tax database;
- Generated Hauler/Collector Credit Account invoices for March 2010 totaling \$1,319,304.58 (an increase of \$255,810.34 over March 2009);
- Updated the Aging Report (30-day arrearage was \$114.78 as of April 8, 2010);
- Began compiling data for the CY09 Mass Balance (County-Wide Materials Flow Analysis);
- Reconciled March 2010 tons to monies posted in FAMIS, as well as to the total dollars charged in Paradigm;
- Continued to update and verify information in the Division of Solid Waste Services' (DSWS) Fixed Asset Database;
- Assist with ongoing DSWS IT services, ERP and MC311 implementation; and
- Finalized the FY11 budget and rates with OMB.

CITIZEN COMMITTEES

Dickerson Area Facilities Implementation Group (DAFIG) – DAFIG met on Tuesday, March 15, 2010. Topics discussed included the following: The FY11 and beyond budget, DEP Complaints; Deer Management, Site 2 ponds and Annual presentation of Ground water and Surface water monitoring. The next meeting will be held Tuesday, June 8.

Solid Waste Advisory Committee (SWAC) – The regular monthly meeting for SWAC was held on Tuesday, March 16, 2010. The topic was the County Executive's FY11 Recommended Operating Budget. There were eleven SWAC members and eight County staff members present. The next monthly meeting is scheduled on Tuesday, April 6, 2010, in the Lobby Level Auditorium at the Executive Office Building.

COLLECTIONS

Resident Missed Collection Complaints:

March 2010	77
March 2009	67
Difference	+10

Call Center:

Bulk trash requests	1,880
Scrap metal requests	2,017
Blue bin requests	1,193
Blue cart requests	357
Literature requests	264

Public Outreach:

- **Survey Cards:**

The Public Service Workers distributed 1,566 survey cards in March and received 4.4% of the cards back.

	Excellent	Good	Average	Fair	Poor
Recycling Programs	73%	25%	0%	2%	0%
County Staff	60%	35%	5%	0%	0%
Recycling Crews	47%	37%	9%	4%	3%

Collections mailed out 270 survey cards in March and received 11.5% of the cards back.

	Excellent	Good	Average	Fair	Poor
Recycling Programs	74%	23%	3%	0%	0%
County Staff	59%	35%	3%	3%	0%
Recycling Crews	69%	24%	7%	0%	0%

- Website Survey:

For the month of March, 2 residents responded to our website survey. The following are percentages detailing resident satisfaction with our recycling programs, county staff, and collection crews:

	Excellent	Good	Average	Fair	Poor
Recycling Programs	100%	0%	0%	0%	0%
County Staff	100%	0%	0%	0%	0%
Recycling Crews	50%	0%	50%	0%	0%

Collection Section Enforcement Actions:

- Citations: No citations were issued in the month of March.
- Notices of Violation: No Notices of Violation were issued for the month of March.

Website:

The following is information gathered from the Montgomery County Solid Waste web in March 2010:

Solid Waste Services Website

Unique Visitors	45,748
Page Loads	145,153

Email List Memberships

Topic	Members	New subscribers this month
Holiday Reminder	14,017	113
HHW Announcements	4,908	94
Newsletter Helper	2,543	43
Facility Updates	2,003	54
Electronics Recycling	2,059	71
GoGreen	980	60
Civic Loop	143	30
Non-Residential Recycling	96	19
Multi-Family Recycling	94	19
Total Subscriptions	26,876	536

Most Popular Web Pages

1. How do I...
2. Shady Grove Processing Center and Transfer Station
3. Bulk trash
4. Recycling Center
5. Housing Hazardous Waste
6. Winter storm yard trim cleanup
7. Scrap metal recycling
8. Yard trim recycling
9. How to request a Bulk Trash/Scrap Metal Collection
10. Trash collection service

WASTE MINIMIZATION

Product Recycled	Approximate weight recycled in March 2010 (tons)
Computers	54 tons
TVs	106 tons
Propane Tanks	2 tons
Textiles	10 tons
Construction Materials (Don't Dump – Donate)	3 tons
Vehicle Batteries	20 tons
Rechargeable Batteries	0 ton

HAZARDOUS WASTE PROGRAMS

Household Hazardous Waste (HHW) Collection – There were 4,958 patrons in the program this month.

Small Quantity Generator/ECOWISE Program – There were 15 ECOWISE participants this month.

WASTE REDUCTION

Bicycle Recycling – “Bikes for the World” removed 3 tons of bikes this month (for restoration and shipment to countries worldwide).

Paint Reduction– The free paint program gave away 31 gallons of paint to 3 customers, and the program solidified 51 cubic yards of paint.

NEW 'GOGREEN' Website – The new *GoGreen* website, (www.montgomerycountymd.gov/GOGREEN) will be a one stop site for a wide range of environmental programs and information for residents and businesses. This month, the site had 189 unique page views and 119 visits, down from last month (Feb2010 236 page views, 165 unique visits).

Straight Vegetable Oil (SVO) Recycling – The Transfer Station has a vendor that accepts Waste Vegetable Oil (WVO) for the sole purpose of bio-diesel production; This month 2 tons of SVO was shipped out for processing into biodiesel (<http://www.montgomerycountymd.gov/veggieoil>).

AIR PERMITS AND ENVIRONMENTAL PROGRAMS

Resource Recovery Facility (RRF): CEMS Tracking of RRF Emissions – On March 28, 10:30 p.m., the CEMS reported exceedances of the 1-hour, 4-hour, and 24-hour block average limitations for CO emissions from boiler Unit# 1. The permit limitations for CO are 200 ppm, 100 ppm, and 50 ppm, respectively, each adjusted to 7% oxygen. The Unit# 1 CEMS registered 2,219 ppm CO for a 1-hour block, 597 ppm for a 4-hour block, and 102 for the 24-hour period. These readings were later determined to be caused by a Uninterruptible Power Supply (UPS) failure with the subsequent loss of an automated system controller, but the root cause remains under investigation. The emission excursions are expected to be exempt from regulation under the malfunction provisions of the air permit. The CEMS reported no other instances of stack gas emissions exceeding permitted concentration limits during the month of March.

TES Contract (Weather Station) – All of the instrumentation worked normally in March. Data recovery for all parameters was 100 percent for the month. The total rainfall for the month was 4.53 inches.

WASTE REDUCTION AND RECYCLING

Public Education and Outreach – Staff is in the process of finalizing minor edits to educational materials that are being reprinted for distribution to residents, multi-family properties and businesses during upcoming educational and outreach events. Work began on updating the *Close the Loop: Buy Recycled* video to provide updated information regarding the types of materials that are now acceptable for recycling in the County and highlight more of the various types of products manufactured from recycled materials to encourage residents, multi-family properties and businesses to buy recycled products. Planning continues for the Division's Earth Day activities during the month of April. Staff will be attending numerous events hosted by businesses, multi-family properties and communities throughout the County. In addition, the Division will be hosting paper shredding and recycling and household goods/clothing donation collection events on

Saturday, April 17 at Ridge Road Recreational Park in Germantown and on Sunday, April 18 at Wheaton Regional Park in Wheaton.

On-Site Composting and Waste Reduction Activities – A total of 529 compost bins were distributed in March to encourage residents to compost their leaves and grass clippings on-site. Staff conducted a composting workshop at Meadowside Nature Center in Rockville on March 25. Twenty participants learned about the composting process and the types of materials that can be composted. Staff is currently in the process of scheduling other composting demonstrations and workshops during the spring season.

Recycling Investigations Unit – Since the unit was established, 28,056 site visits and 3,149 formal investigations have been conducted. In March, 81 NOV's were issued to businesses and multi-family properties for infringements against the recycling regulations and Chapter 48. Two citations were issued to businesses for not recycling the required materials; one citation was issued to a business for not filing their annual recycling and waste reduction report by the filing deadline; and one citation was issued to a multi-family property for not properly maintaining their premises by allowing solid waste to be stored outside of storage containers.

Commercial Recycling and Waste Reduction – The SORRT Program conducted 947 on-site visits of businesses in March. Staff resolved two complaints, participated in 13 educational events reaching 406 people and responded to 85 requests for information ranging from educational materials to presentations for property managers, tenants, and employees. Staff also distributed 909 desk-side recycling bins to assist businesses with implementing and/or improving their recycling programs. Annual Recycling and Waste Reduction Reports covering calendar year 2009 for medium and selected small-size businesses and property management companies were due on March 1. Of the 796 businesses and property management companies required to submit a report by the March 1 deadline, 93 failed to submit their annual recycling report. These businesses and property management companies were forwarded to the Recycling Investigations Unit for investigation, and if necessary, enforcement. Staff is in the process of field verifying all annual reports received to ensure the information submitted is accurate. The SORRT Program held its second one-day Business Recycling seminar of the fiscal year on March 25 at Discovery Communications, Inc. in Silver Spring with nearly thirty people attending the seminar. Discovery Communications, Inc. donated use of meeting space and staff support time for the seminar. The spring issue of the quarterly SORRT Network Newsletter is complete and will be mailed out in early April.

Multi-Family Recycling and Waste Reduction – The TRRAC Program conducted 284 on-site visits to multi-family properties in March to monitor the status and progress of their recycling programs and to recommend program improvements. Staff participated in 6 multi-family property educational events that reached 73 residents. Events included a multi-family property lobby resident education event, bilingual English/Spanish staff trainings, and multiple presentations, including one with the assistance of a Russian

interpreter and one with the assistance of a Spanish interpreter. The TRRAC team also held a Multi-Family Recycling seminar on March 9 at Discovery Communications, Inc. in Silver Spring. The seminar provided education and information to 54 multi-family property representatives on how to establish and maintain effective recycling programs in compliance with the County's recycling regulations. Discovery donated use of meeting space and staff support time for the seminar. Staff also responded to 64 requests for information, resolved 4 resident concerns, and distributed 780 multi-family recycling bins. All Multi-Family Annual Recycling and Waste Reduction Reports covering calendar year 2009 have been received, and staff continues to field verify the reports to ensure the information submitted is accurate. An updated educational recycling brochure and educational magnet for multi-family residents were finalized, and the April issue of the TRRAC newsletter for multi-family property representatives was completed. Work continued on the Spanish translation of the multi-family recycling video and on updates to other recycling resources such as container labels and posters.

Mixed Paper Recycling – Existing educational materials were distributed to residents at several events. Larger quantities of materials were also provided to homeowner associations and civic groups for their use and distribution. Information on residential recycling was provided to the Potomac Chamber of Commerce for distribution in their new homeowner welcome basket provided each month to new residents.

Volunteer Activities – Six volunteers contributed 115 hours of their time to support recycling activities in March. Four volunteers provided nearly 107 hours of office assistance. One neighborhood recycling block captain distributed recycling information to twenty neighbors in Bethesda. Twenty-four new volunteers participated in an orientation session. The Recycling Volunteer Program recruited nine prospective volunteers and four new volunteers in March.

PILOT PROGRAMS

Cooperative Collection/Alternative Collection – The SORRT Program continues to monitor all three Cooperative Collection Projects in Silver Spring to ensure that the participants are recycling properly. The SORRT Program is in the process of reviewing cost data for all three existing projects to help determine cost-savings information.

FACILITY ACTIVITIES

Resource Recovery Facility (RRF) – The RRF processed a total of 44,255 tons, or 1,428 tons per day. Trash deliveries averaged 10,552 tons per week as we recover from heavy snowfall disruptions of MSW pickups. The month began with all units running with reduced load on off peak hours due to low trash receipt. On March 6, Unit #3 was

removed from service for its spring scheduled outage. In addition to the routine work, a focus was placed on the baghouse and back end duct work to reduce and prevent air in-leakage in those areas. The new refractory tiles, installed as part of the LN technology, were inspected and found to be in good condition. Test of the tube walls showed that wear areas had moved to just beyond the inconel line in the second pass. As a proactive measure 300 square feet of new inconel was applied. The unit was returned to service on March 22 after sitting in standby. Operation struggled to maintain proper combustion and late on the March 24, the unit was removed from service to troubleshoot a problem with the overfire air supply. The problem, along with an external stress crack on the north superheater waterwall was corrected on March 25 and the unit was returned to service on the morning of the March 26. On March 28, the facility experienced a failure of the plant's Uninterruptible Power Supply (UPS) that lead to a loss of the computer interface to the system controls. This resulted in the turbine and Unit #1 being down for about 3 hours. Also, this lead to the reportable exempt excursions for CO emissions from Unit# 1 on the 1-hour, 4-hour, and 24-hour reporting blocks. The root cause of this failure is still under investigation.

There were no OSHA recordable incidents this month.

There were no generation emergencies issued by PJM during this month. There was a need to purchase 18.6 MWh of power during the month.

The following environmental activities occurred:

- Submitted the February 2010 Water Supply Monthly Operating Report to MDE.
- Quarterly Bacteriologic and Inorganic samples were taken for potable water and the results were submitted to MDE.
- Submitted the sewage sludge permit reapplication to MDE.
- Installed and certified new opacity monitors on Units #2 and #3.
- A Greenhouse Gas Monitoring Plan was developed.

Materials Recovery Facility (MRF) - Approximately 2,011 tons of commingled material were shipped out and approximately 5,075 tons of mixed paper were loaded out and transferred to the Office Paper Systems, Inc. processing facility in March, 2010. Work continued on the installation of a new storage silo. Work continued on replacing overhead metal halide lights in the processing area with energy-efficient T5 high output fluorescent lights that save about 100 watts per fixture. Took delivery of a new double-ram baler, and installed automatic flushers and faucets in the restrooms.

Oaks Landfill – The new 2.4 MW landfill gas-to-energy plant continues to operate. SCS is nearly complete with Punch List items.

Gude Landfill – The new 0.8 MW landfill gas-to-energy plant continues to operate. SCS is nearly complete with Punch List items.

The Yard Trim Processing Facility Project and all related activities have been placed on hold until it can be potentially incorporated into the Gude Landfill Remediation Plan.

Work related to the Gude Landfill Remediation project continues. DEP scheduled a meeting with M-NCPPC for early April 2010 and MDE provided direction on corrective measures for leachate seeps and stormwater ponding. MDE also provided approval of the groundwater well locations for the Nature and Extent Study. Meetings with the Community and DEP/DSWS regarding the Gude Landfill Remediation will continue on a monthly basis.

Solid Waste Transfer Station – Covanta shipped 47,333 tons of processible waste via rail from the Transfer Station to the RRF; 7,235 tons more than shipped in March 2009.

The inbound radiation detectors had 11 valid alarms – 1 alarm involved a driver or passenger who had undergone recent medical tests and/or treatment involving radioactive isotopes and residual radiation; and 10 alarms by vehicles that were identified as containing low levels of medical isotopes with short half-lives in trash.

The Public Unloading Facility radiation detectors had 11 alarms. All alarms involved drivers or passengers who had undergone recent medical tests and/or treatment involving radioactive isotopes and residual radiation.

Transfer Station Enforcement – Under Chapter 48 of the Montgomery County Code, a total of **42** enforcement actions were taken during the reporting period. The enforcement composition breakdown includes:

Action	Verbal Warning	NOV	Citation
Lacking the Permit Required to Collect or Dispose of Solid Waste	0	6	2
Delivering Solid Waste Acceptable for Recycling to a Solid Waste Facility	1	6	5
Hauling Solid Waste Without a Valid Collectors Tag	1	12	4
Unlicensed Company	0	2	2
Un-permitted Vehicle of a Licensed Company	0	1	0
Transporting Solid Waste Without a Tight Fitting Cover	0	0	0
TOTAL	2	27	13

Site 2 Landfill Properties – Design work continues on the Site 2 ponds. Staff continues to address Deer Management issues.

Yard Trim Compost Facility – The facility received 1,383 tons of material for composting; this compares with 2,678 tons of material received during the same period last year. No material was diverted to back-up composting facilities. There were 2,722 cubic yards of bulk LeafGro™ shipped this month; compared with 2,584 cubic yards for the same period last year. There were 754 cubic yards of Linden Farm Humus sold; this compares with 1,148 cubic yards for the same period last year.

Bagging Operation – 81,050 bags of LeafGro™ were shipped to distributors. This compares with 38,800 bags shipped during the same period last year. (Each bag is 1.5 cubic feet weighing 45 lbs.)

In March, no 1-cubic foot bags of LeafGro™ were sold. This compares with no bags during the same period last year.

In March, 2,250 bags of Compro™ bags were shipped to distributors. This compares with 5,950 bags during the same period last year.

OUT-OF-COUNTY HAUL

Brunswick County, Virginia – Approximately 11,274 tons of ash residue and 1,600 tons of nonprocessable waste were transported to the County's dedicated disposal cell at the Brunswick Waste Management Facility, Inc., Landfill in Brunswick County, Virginia.

Perry Hall Maryland – Approximately 2,460 tons of asphalt, soil, concrete, and brick and block were sent to the Honeygo Run Recycling site in Perry Hall, Maryland, for construction and demolition recycling in the month of March.

GENERAL INFORMATION

Important Telephone Numbers

General information on solid waste	240-777-6400
Customer Service	240-777-6410
Transfer Station	240-777-6560 (County Office) 301-916-3031 (Covanta) 301-330-2840 (MES)
Materials Recovery Facility	240-777-6591 (County Office) 301-417-1433 (MES)
Resource Recovery Facility	240-777-6494 (County Office) 301-916-3031 (Covanta)
Yard Trim Compost Facility	301-428-8185 (MES)
Internet for DSWs	www.montgomerycountymd.gov/solidwaste www.montgomerycountymd.gov/recycling www.montgomerycountymd.gov/hazardouswaste www.montgomerycountymd.gov/useitagain www.montgomerycountymd.gov/yardtrim www.montgomerycountymd.gov/veggieoil www.montgomerycountymd.gov/GOGREEN

Note: All comments, questions, and suggestions on the contents of this report should be addressed to:

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SOLID WASTE FACTS IN A NUTSHELL

TOPIC OR FACILITY	
Latest Tonnage of Materials Recycled in a Fiscal Year in Montgomery County	495,371 (FY09)
Latest Recycling Rate Reported in Montgomery County	44.2% (FY09)
Recycling Goal	50% by December 2010
Resource Recovery Facility (RRF)	Permitted Capacity = 657,000 tons per calendar year (based on 5,500 BTU/lb waste)
Yard Trim Compost Facility	<p>Under the Sugarloaf Settlement Agreement, operations are limited to the receipt of 77,000 tons per fiscal year.</p> <p>In FY09, 67,928 tons of yard trim were received at the Dickerson Facility.</p>
# Residences receiving trash collection by County contractors	90,953
# Residences receiving collection of recyclables in blue bins and yard trim collection	210,540
Term of out-of-county waste transportation and disposal contract with Brunswick Waste Management Facility, Inc.	June 19, 1997 through June 30, 2012 with an option for a five-year renewal. (Service started October 20, 1997.)

GLOSSARY OF ACRONYMS

BTU	British Thermal Unit
CEMS	Continuous Emissions Monitoring System
CO	Carbon Monoxide
DAFIG	Dickerson Area Facilities Implementation Group
DEP	Department of Environmental Protection
DSWS	Division of Solid Waste Services
EPA	United States Environmental Protection Agency
ERP	Enterprise Resource Planning
FY	Fiscal Year
HHW	Household Hazardous Waste
MCPS	Montgomery County Public Schools
MDE	Maryland Department of Environment
MES	Maryland Environmental Services
M-NCPPC	Maryland-National Capital Park and Planning Commission
MRF	Materials Recovery Facility
MSW	Municipal Solid Waste
NMWDA	Northeast Maryland Waste Disposal Authority
NOV	Notice of Violation
OSHA	Occupational Safety & Health Administration
PJM	Pennsylvania-New-Jersey-Maryland
RRF	Resource Recovery Facility
SCFM	Standard cubic feet per minute
SCS	SCS Engineers, Inc.
SORRT	Smart Organizations Reduce and Recycle Tons
SWAC	Solid Waste Advisory Committee
SVO	Straight Vegetable Oil
TRRAC	Think Reduce and Recycle at Apartments and Condominiums
UPS	Uninterruptible Power Supply
WVO	Waste Vegetable Oil